



2121 Cloverfield Blvd,  
Suite 114  
Santa Monica, CA 90404

Tel: (310) 829-3272  
Fax: (310) 829-5872

Monday-Friday  
9:30AM-5:30PM PST

Email:  
[grace@keystrokesbsc.com](mailto:grace@keystrokesbsc.com)

### Transcription - all media, including:

- Digital audio or video (WMA, MP3, WAV, DSS, MOV, MPG, etc.)
- Analog audio or video (cassettes, VHS, PAL/NTSC, Mini-DV, etc)
- Time coding
- English to target and source to English

### Translation - all languages

- Including transcription/translation from English to target or target to English

### Upload your projects to us 24-hours a day.

- Custom-tailor your transcripts to fit your needs (verbatim, cleaned-up, or paraphrased; use our format or pick your own)
- Free CD backups, transfers, hard copies, PDF conversions.
- Free pickup and delivery within 20 mile radius of Keystrokes
- Free audio enhancement if necessary.
- Free 5 minute transcription trials or 2 sentence translation trials.

SIN	Service	UOI	GSA Price
51-506	Transcription <b>Non-rush</b> Rate	Per Hour	\$32.58
51-506	Transcription <b>Rush</b> Rate (Next-day)	Per Hour	\$42.46
51-506	Transcription <b>Super Rush</b> Rate (Same-day)	Per Hour	\$54.31
51-506	Transcription/Translation Source to English	Per Audio Minute	\$13.82
51-506	Transcription Foreign Lang. to Foreign Lang.	Per Audio Minute	\$5.92
51-506	Non-Rush (Per double-spaced page)	Per double-spaced page	\$3.61
51-506	Rush (Per double-spaced page)	Per double-spaced page	\$4.25
51-506	Non-Rush (per line)	Per line	\$0.1411
51-506	Rush (per line)	Per line	\$0.1876

**Special Item Number (SIN) s Accepted:**

51 506 Document Conversion Service

**Basic Discount:**

For SIN(s) 51-506, the Government is offered a basic discount of 2% off the commercial price list dated April 2011 at Government Sites, and a transcription discount from .16 cents per page to .14 cents per page. All discounts exclude the Industrial Funding Fee, which is calculated and remitted quarterly based on the formula at the end of this letter.

**Basis of Award:**

Keystrokes understands that should it deviate from the established pricing policies disclosed in this offer and disturb the discount relationship with the established Basis of Award, the terms of GSAM clause 552.238-75 PRICE REDUCTIONS apply.

**Exceptions:**

Keystrokes takes NO exceptions to the terms and conditions of the contract.

**Prompt Payment Discount:**

No Prompt Payment Discount, Net 30 Days

**Freight terms:**

FOB Destination – Covers delivery in Alaska, Hawaii and Puerto Rico.

**Warranty:**

Any defects or incomplete data will be resolved by Keystrokes for full Customer satisfaction.

**Return policy:**

N/A

**Price Reduction Clause:**

In accordance with the Price Reduction Clause (552.238-75), we understand that the award and pricing granted to the government will be predicated on the rates given our Most Favored Customer, National/Corporate, who receives an average discount of 0% . We further understand that this pricing relationship shall be maintained throughout the contract period. If this customer is given a permanent reduction in price it will constitute a price reduction, requiring better pricing for the government.

**Contract Administrator:**

The Contractor Administrator is responsible for overall compliance with contract clauses, including GSAM Clause 552.238-74, INDUSTRIAL FUNDING FEE AND SALES REPORTING. The contractor's designation of representatives to handle certain functions under this contract does not relieve the contract administrator of responsibility for compliance in these areas. Therefore, any contract compliance issues, including those concerning compliance with contract clauses, may be addressed directly to the contract administrator.

Ms. Grace Kono Wells- President, Keystrokes, 2121 Cloverfield Blvd. Ste 114, Santa Monica, CA 90404

We agree to be bound by the Solicitation in effect on the date of award. The above constitutes Keystrokes final proposal revision under this solicitation, and I understand that a contract award will be made based on these terms and conditions, to be included as an addendum to the contract.

Sincerely,

A handwritten signature in blue ink, appearing to read "Grace Kono-Wells", with a stylized flourish at the end.

Grace Kono-Wells  
President Keystrokes